

Role of Industrial Relation in Public Sector Companies: A Critical Review From Indian Perspective

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Abstract

In straightforward terms Industrial Relations manages the labourer-employer relation in any industry. Government has endeavoured to make Industrial Relations more wellbeing by instituting Industrial Disputes Act 1947. IR satisfied the capacity of giving representatives an aggregate voice, and associations with the way to set up institutionalized terms and states of business inside an undertaking as well as over an industry, and some of the time over an economy. This was accomplished through the opportunity of affiliation, aggregate bartering and the privilege to strike.

The open division ventures which assume a predominant job in the industrial economy of India. Industrial relations have unique importance for continued financial improvement and development. The best challenge before each organization is to select right individuals for right job. Representative and Employer both are significant. They are the cut out of the same cloth. One can't work without the administrations of the other. The principle reason for this investigation is to watch the industrial relations process and fulfilment level of the representatives, to watch the distinctive welfare plans given by the industry.

The present investigation is completed with the reason to investigate the industrial connection issue in the public sector organizations. The focal point of this paper is to investigate the issue and prospect of the

industrialrelations in Indian PSU .This paper proposes an expert methodology on current IR practices and concludes that healthy industrial relation in an organizationcreates attitudes which stabilize democratic establishments.

Keywords: Industrial Relations, Strike, Development, Economy, Employer, Industry.

Introduction

The term Industrial Relations alludes to connection among Management and Labor or among Employees and their associations that portray or develop out of business. Hypothetically, there are two gatherings in the work relationship – work and the executives. The two gatherings need to work in a soul of collaboration, modification and settlement. In their own common intrigue certain standards for concurrence are framed and clung to. Throughout the years, the State has additionally come to assume a significant job in Industrial Relations – one, as an initiator of arrangements and the other, as a business by setting up a very enormous open part. They incorporate the relations among business and representatives and between bosses' affiliations, worker's guild just as the State.

Multidimensional: Industrial Relations are genuinely multidimensional in nature as

they are impacted, by a mind boggling set of institutional, financial and innovative components. Dynamic and changing: Industrial Relations change with the occasions, for the most part keeping pace with the desires for workers, worker's guild, bosses' affiliations, and other financial and social foundation in a general public. Soul of bargain and convenience: The Industrial Relations framework is described by powers of contention and bargain on either side. In the huge interests of society, both the business and the representatives must put out flames agreeably and coexist with one another in a soul of bargain and settlement. The individual contrasts and contradictions must be broken up through influence and even weight. The vast majority of the creating nations of the world have depended on state venture with the end goal of realizing quick monetary advancement and social change.

Factors influencing Employee Relations

Internal Issues

- Demeanours of the board to representatives and associations
- Frames of mind of representatives to the executives and associations
- Frames of mind of associations to associations to the executives and representatives
- Present and likely future quality of associations
- Successful and concurred methods for examining and settling complaints or taking care of questions inside the organization
- Entomb association competitions if there should arise an occurrence of more than one association

External Issues

- Militancy of trade union either pan India level or locally
- Authority and adequacy of the entrepreneur's family
- The stretch out to which dealing is done at national, nearby or plant level
- The viability of any national or neighbourhood method understandings that may exist

- Employment circumstance broadly or locally Legal structure inside which IR exists

literature review

Various research work have been finished by famous people in the coal Industry and industrial relations.

Dunlop, (1958) recognized the principle logical factors like the innovation, work and item showcases, budgetary requirements and dispersion of intensity inside society. This is inside a framework including gatherings of entertainers bound together by a lot of convictions. These information factors supposedly had an effect upon the standard making yield of the IR framework. This framework all in all was called as frameworks approach.

Gajre, (1986) found that there must be an arrangement of nonstop staff inquire about which keeps the administration outfitted with the ongoing advancement and patterns which are basic to take trustworthy choices with no further deferrals as respects to work force matters .

Chattoraj, (1991) did his work on the point "Human Resource Management - A contextual investigation of Central Coalfield

Limited in Ranchi .He has likewise illuminated the significance of Industrial connection in Human Resource Management.

Masthan, (1993) has uncovered that there is a negative impact of political pioneers on worker's organizations which are working in the business. Worker's guild heads overlook their actual points and enjoy legislative issues, hence it influence the efficiency of the association.

Anantapura. Kumari, (1993) has discovered that most complaints truly upset the workers and impact their confidence, profitability and readiness to help out the association, so there must be an inclusion of worker's organization to mediate in the strategy to deal with the issues of oppressed representatives.

Singh (1995) found in his examination that deliberate associations of labourers in coal mining industry of Bihar can effectively advance, keep up and improve the state of work through aggregate activity. They can set up an assembled obstruction against the abuse of the business.

Prasad, (2001) in their investigation of Andhra Pradesh state found that in running any PSU proficiently the administration has

investigate the different welfare part of its representatives.

Jacob, (2002) has additionally considered that industrial connection is a significant zone of training wherein there is an incorporation of individuals into the work circumstance in a manner that inspires them to cooperate to upgrade gainfully, helpfully and with financial, mental and social fulfilment.

Thalavai (2003) has deduced in his examination that participatory administration of modern connection guarantee powerful counsel and build up the familiarity with the issues among the labourers.

Singh, (2004) reports that mining activity in Korba Coalfield offer ascent to huge degree of contamination in the air which influence the nature of the life in the mining region .Hence he recommended that there is a dire need of air quality observing stations with a points of interest measures to be pursued.

Mandal, (2009) has concentrated light on disturbing motivation of the word related wellbeing circumstance in India.

Research Objective

- To understand the theoretical concepts of Industrial Relations
- To identify the various issues regarding Industrial Relations within PSU in India.
- To explore the co-operation amongst employer and employees.
- To propose some actions to obtain industrial harmony & peace.

Research Methodology

An examination technique is an example structure or an arrangement for study that is utilized as a guide for leading exploration. It is an outline that is followed in preparing research work. Along these lines in great research approach the line of activity must be picked cautiously from different other options. As indicated by the required research for the task is both Primary has been gathered. Accessible optional information is generally utilized for the investigation. Distinctive news stories, books and magazines were utilized .The necessary information for the present examination has been gathered from various sites moreover.

The Transformed Business Environment and Industrial Relations in Indian PSUs

The Government of India in 1991 presented the New Industrial Policy which was trailed by an enormous number of exchange related arrangements. Increment in administrations, rise of the professional specialists and new types of business, advancement of non-association undertakings, improvement in innovation and selection of new systems in assembling, has extensively decreased the significance of worker's organizations

Changing Nature of Work As far as work itself, the expression "labourers" appears to be progressively unseemly. Procedure industry pays them to practice prudence, not to utilize muscle. Their work is getting progressively hard to recognize from that of administrators and lower supervisors. It is no big surprise that procedure industry doesn't utilize labourers any more. It utilizes administrators and professionals."

Changing Profile of Workers A social wave is clearing over our nation. The declining intensity of worker's guilds, improving compensation parcels, the eagerness of the board to suit clashing developing stature of labourers in the public arena, their expanded degrees of instruction and the rise of procedure ventures which has changed the very meaning of work, have together caused an insurgency of

recognition and yearning. The social profile of modern labourers is evolving quickly. Labourers in the composed segment win well and like to live well. With a changing social profile, labourers are getting increasingly decisive with their association supervisors. They are additionally requesting increasingly libertarian treatment at the work place.

Causes of Poor Industrial Relations

The various causes of poor industrial relations have been discussed below:-

Organizational causes: Faulty interchanges framework, unreasonable practices, non-acknowledgment of worker's organizations and work laws are additionally some different reasons for poor relations in industry.

Social causes: Uninteresting nature of work is the fundamental social reason for poor Industrial relations. Disappointment with employment and individual life finishes into Industrial clashes.

Mental causes: Lack of professional stability, non-acknowledgment of legitimacy and execution, poor relational relations are the mental purposes behind unsuitable boss representative relations.

Political causes: Multiple associations, between association competitions debilitate the worker's organizations. Flawed worker's organizations framework winning in the nation has been one of the most dependable motivations for Industrial debates in the nation.

Financial causes: Often poor wages and poor working conditions are the fundamental driver for unfortunate relations among the executives and work. Unapproved reasonings from compensation, flawed motivating force plans are other financial causes.

Analysis and Interpretation

Based on informal interview with the employees of selected PSU have been below mentioned. The analysis is based on the primary data which has been collected.

Table 1. Various types Leave facilities for employees

S.N	Leave Facilities	Average number days	% industries
1	Sick leave	9	89.9
2	Maternity leave	45	72.1
3	Public holidays	15	93.6
4	Paternity Leave	8	4.2

Interpretation

It is discovered that 89.9% of the enterprises have given sick leave to their labourers

followed by public holidays and maternity leave.

Table 2. Various Benefits and other facilities for PSU employees

S.N.	Types of allowance	Percentage
1	Transportation allowance	23.3
2	Education allowance	5.5
3	Credit / loan service	11
4	Meal allowance	30.1
5	House rents	40.2
6	Medical allowance	59.4

Interpretation

The study shows that a considerable lot of the enterprises are found to have given various sorts of advantages medical

reimbursement, HRA, meal allowance, transportation recompense and so forth are a portion of the offices and advantages gave to the labourers.

Table 3. System of Communication in PSUs

S.N	Mode of communication	Percentage
1	Communication with Trade union	52.5
2	Regular meeting between supervisor and worker	55.3
3	Daily inspection of the workplace by the management	41.6
4	Task force meeting	7.8
5	Productivity improvement group meeting	11.9
6	Suggestions and advice to workers	22.4
7	Meeting of different departments	5.3

Interpretation

Correspondence in each venture is significant for building trust between the administration and labourers. It enables the

general improvement to process including social discourse inside the venture. It is discovered that one or other type of correspondence component existed in 77.6% of the businesses reviewed.

Table 4. Various Industrial movements adopted by Trade Unions

S.N	Type of industrial action	Percentage
1	Strike	39.2
2	Slow down	14.2
3	Refusal to work overtime	16.4
4	Interruption in work	14.2
5	Gherao/picketing	6.8
6	Lockout	4.1
7	Not specified	5.1

Interpretation

It is discovered that the foundations for a large portion of the Industrial activities were

strikes (39.2%) followed by refusal to work overtime and slow down.

Table 5. Categorization of Worker by skill-wise

Categories of workers	No of Workers	Trained	Untrained
Highly Skilled	1512	19.4	80.6
Skilled	5859	7.9	92.1
Semi-Skilled	9072	3.4	96.6
Unskilled	2457	0.4	99.6
Total	18900	31.1	68.9

Interpretation

The study demonstrates that out of them 31.1% get preparing for their specific works while the staying 68.9% don't have a specific preparing. As indicated by abilities level-a couple of percent of incompetent and semiskilled labourers.

Steps for Enhancing Industrial Relations in PSUs

Great and agreeable modern relations make a feeling of belongingness and gathering cohesiveness among labourers and furthermore a suitable situation bringing about less Industrial turmoil, complaints and debates. The accompanying measures can be embraced for improving modern relations in an association.

Complaint methodology: An entrenched and appropriately managed framework focused on the convenient and agreeable redressal of representative's complaints can

be useful in improving Industrial relations. A recommendation plan will fulfil the inventive desire of the labourers.

Useful disposition: Both administration and worker's guilds should receive uplifting demeanour towards one another. The executives must perceive associations as the representatives of the labourers' complaints and as caretakers of their inclinations. The business ought to acknowledge labourers as equivalent accomplices in a joint undertaking for good modern relations.

Sound work force approaches: Policies and methods concerning the pay, move and advancement, and so on of representatives ought to be reasonable and straightforward. All arrangements and rules identifying with Industrial relations ought to be reasonable and straightforward to everyone in the undertaking and to the association heads.

Participative administration: Employees should relate labourers and associations in

the detailing and usage of HR approaches and practices.

Capable Trade Union: A solid worker's organization is a resource for the business. Worker's guilds ought to receive a mindful as opposed to political way to deal with modern relations.

Representative welfare: Employers ought to perceive the requirement for the welfare of labourers. They should guarantee sensible wages, palatable working conditions, and other vital offices for work. The executives ought to have a certified worry for the welfare and advancement of the average workers.

Solid and Stable Union: A solid and stable association in each modern venture is fundamental for good Industrial relations and to speak to most of labourers and haggle with the administration about the terms and states of administration.

Common trust: Both administration and work should help in the improvement of a climate of shared collaboration, certainty and regard.

Government's role: The legislature should assume a functioning job for advancing modern harmony. It should make law for the mandatory acknowledgment of an agent

association in each Industrial unit. It ought to mediate to settle questions if the administration and the labourers can't settle their debates. This will re-establish modern concordance.

Conclusion

Industrial relations in India don't fall into any known unadulterated example-bipartite, voluntarism, or tripartite. They show the attributes of the considerable number of frameworks. Every part of the business has tried to build up its own arrangement of modern relations.

Regularly one gets the inclination and impression that Industrial relations are dictated by the exigencies and the need of great importance. Industrial connection circumstance in India businesses has experienced a great deal of progress attributable to the inside and outer factors inside and outside the ventures. In any case, the current political precariousness in the country has driven the Industrial connection to a condition of vulnerability.

It shows that the greater part of the labourers utilized in the enterprises have the necessary abilities to play out their work; while not exactly 50% of the labourers don't have the necessary aptitudes. The method of

enlisting labourers through close to home contact might be one of the essential purposes behind the inaccessibility of the gifted workforce. Additionally the absence of preparing with the developing challenge in the national and the worldwide market, the businesses are feeling the squeeze to build their abilities.

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